



**VALLEY
MENTAL
HEALTH**

Medicaid Member Handbook For Enrollees

IMPORTANT PHONE NUMBERS:

My Primary Care Doctor: Name: _____

Phone: _____

My Children's Doctor: Name: _____

Phone: _____

My Therapist: Name: _____

Phone: _____

My Child's Therapist: Name: _____

Phone: _____

Valley Mental Health Crisis: (801) 261-1442

Mental Health Web Site: www.vmh.com

Adult Medicaid: (801) 565-6998
195 West 7200 South
Midvale, Utah 84047

Children Medicaid: (801) 264-2325
1141 East 3900 South, A-160
Salt Lake City, Utah 84124

Medicaid Coordinator: (801) 263-7100
Administration, Suite 420
5965 South 900 East
Salt Lake City, Utah 84121

Remember: You must always show your Utah Medicaid card when receiving care. You need to show your card when you see your doctor or go to the hospital.

Valley Mental Health's Medicaid Member Handbook For Enrollees

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SECTION 1— INTRODUCTION

This booklet has been designed to help you understand the prepaid mental health services that you can receive under Medicaid. In the following pages we will tell you how you can get these services.

When you are on Medicaid, you are part of the Prepaid Mental Health Plan. As long as you live in Salt Lake, Summit or Tooele Counties and your Medicaid Card says Valley Mental Health, you must get your mental health care through Valley Mental Health. You cannot choose a different mental health plan, but you may be able to choose your therapist (please see Section 4 in this booklet on choice of mental health providers.)

You may get a copy of this booklet at least once a year. Just ask a receptionist or your therapist for a copy.



SECTION 2— COVERED SERVICES

What services does Valley Mental Health provide?

Valley Mental Health provides:

Inpatient psychiatric hospital services and Outpatient mental health services, including:

- Evaluations
- Testing
- Individual and group therapy
- Family therapy
- Individual and group therapeutic behavioral services
- Medication management
- Individual skills training and development
- Psychosocial rehabilitation services, or day treatment
- Case management services
- Transportation services

Services are provided by licensed mental health professionals, including doctors, nurses, psychologists, social workers, professional counselors, certified case managers, etc.

SECTION 3— SERVICES NOT COVERED BY THE PREPAID MENTAL HEALTH PLAN

What services are not covered by Valley Mental Health?

Medical or dental care, or substance abuse detoxification, for example, are not covered under the Prepaid Mental Health Plan. If you have questions on other services, call us, or your medical health plan, or Medicaid at 1-800-662-9651.

SECTION 4— CHOICE OF PROVIDER

May I choose my mental health provider?

Yes. You may talk with us at any time about your choice of therapist. If you are on Medicaid, need mental health services, and live in Salt Lake, Summit or Tooele Counties Valley Mental Health is your mental health provider, even if you are enrolled in another health plan. Under special circumstances you may use other mental health care services but you must obtain prior-authorization and the provider must be willing to sub-contract with Valley Mental Health. Contact our Medicaid Coordinator at 263-7100.

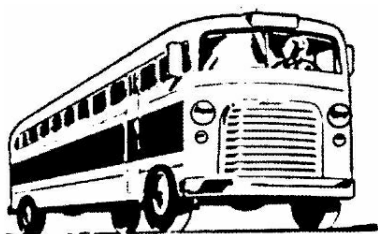


SECTION 5— TRANSPORTATION

How may I get help with transportation to my mental health appointments?

If you do not have your own transportation to and from your mental health appointments, call your local Department of Work Force Services at 468-0000. They will help you get a UTA bus pass.

You may be able to receive other help getting to mental health services. If UTA bus service is not in your area, or you cannot use the UTA for some reason, or you do not have a personal means of transportation, talk to your therapist.



SECTION 6- INTERPRETER SERVICES

What if my English is not very good or I am hard of hearing?

We know that it may be hard to talk with your therapist if your first language is not English or you are hard of hearing. We may have therapists who speak or sign your language. You may ask to get services from them. Ask for an interpreter. Interpreters are free and available in all languages, including sign language. Interpreters can help you over the phone and go with you to your mental health appointments. They will help you talk with and understand what your therapist is telling you. To ask for an interpreter or a therapist who can speak or sign your language, call the nearest Valley Mental Health Outpatient Unit. (See Section 10 for clinic locations)

If you are hard of hearing, telephone relay services are available by calling Relay Utah at: 711. If your impairment is speech related, call 1-888-346-5822 and a specially trained person will

assist you. If you are hearing or speech impaired and Spanish speaking, call 1-888-346-3162. This service will also translate your concerns into English. There is no charge for these services unless you are calling long distance.

Valley Mental Health's TTY / TTD telephone number is: (801) 463-3634 or you may dial 1-888-772-8824 or 1-801-530-6796 for assistance.

May I get this booklet in another language or format?

Yes. We also have this booklet and other important written information in Spanish. This booklet is also available on audio tape or compact disk (CD) in both English and Spanish.

To get a copy of this booklet in Spanish, or the audio tape or CD in English or Spanish, call your nearest intake unit.

SECCIÓN 6 – SERVICIOS DE INTÉRPRETE

¿Qué pasa si mi inglés no es muy bueno o tengo dificultades para escuchar?

Sabemos que puede ser difícil hablar con su terapeuta si su lengua materna no es el inglés o si tiene dificultades para escuchar. Puede que tengamos terapeutas que hablan su idioma o se comunican con lenguaje de signos. Usted puede solicitar sus servicios solicitando a un intérprete. El servicio de intérpretes es gratuito y está disponible en todos los idiomas, incluyendo lenguaje de signos. Los intérpretes le pueden ayudar en el teléfono y acompañarle a sus citas de salud mental. Ellos le ayudarán a hablar y a entender lo que le está diciendo su terapeuta. Para solicitar los servicios de un intérprete o un terapeuta que hable su idioma o se comunique por medio de signos, llame al Valley Mental Health Outpatient Unit [Unidad de Pacientes Externos de Salud Mental del Valle]. (véase Sección 10 para ver las ubicaciones de las clínicas)

Si usted tiene dificultades para escuchar, hay servicios de relé telefónico disponibles llamando a Utah Relay al: 711. Si su discapacidad está relacionada con el habla, llame al 1-888-346-5822 y una persona con entrenamiento adecuado lo ayudará. Si usted tiene una discapacidad para escuchar o hablar y es hispano-hablante, llame al 1-888-346-3162. Este servicio también traducirá al inglés sus preocupaciones. No habrá cargo alguno por estos servicios salvo que esté llamando de larga distancia.

El número telefónico TTY/TTD del Valley Mental Health es: (801) 463-3634 o para recibir ayuda puede llamar al 1-888-772-8824 o al 1-801-530-6796.

¿Puedo obtener este folleto en otro idioma o formato?

Sí. Nosotros también tenemos este folleto e información escrita importante en español. Este folleto está también disponible en casetes audibles o en discos compactos (CD) tanto en español como en inglés.

Para obtener una copia en español de este folleto, o el casete audible o CD en inglés o en español, llame a su unidad de atención más cercana.

SECTION 7— RIGHTS AND RESPONSIBILITIES

What are my rights as a client?

As a client at Valley Mental Health you have the right to:

- Get mental health care regardless of your race, color, national origin, disability (mental or physical), sex, religion or age in the admission, treatment or participation in our programs, services and activities. If you feel you have been treated unfairly or discriminated against for any reason, you may contact the non-discrimination coordinator at (801) 263-7100. You also have the right to contact the States Civil Rights coordinator at 1-800-538-5038. The Medicaid Constituent Services at 1-877-291-5583, or the Federal Office for Civil Rights at 1-303-844-2024.
- Get information on the Prepaid Mental Health Plan.
- Be treated with respect and dignity.
- Have your privacy protected.
- Get information on all treatment options.
- Take part in treatment decisions regarding your mental health care, including the right to refuse treatment.
- Be free from restraint or seclusion if it is used to coerce (force), discipline or used as a reaction (to retaliate), or for convenience, as specified in federal regulations on the use of restraint and seclusion.
- If the privacy rule, as set forth in 45 CFR part 160 and 164 applies, the right to get a copy of your medical record, and if appropriate, to ask that it be amended or corrected, as specified in 45 CFR part 164, subpart 164.524 and 526.

- Get mental health services according to Valley Mental Health's access and quality standards.
- Clients have the right to initiate grievances concerning their treatment and any VMH employee.
- Valley Mental Health's staff will ensure that treatment meets accepted standards of mental health practice. These can be found in the Utah Public Mental Health System Preferred Practice Guidelines.

What are my responsibilities as a client?

You are responsible to:

- Keep scheduled appointments
- Cancel appointments 24 hours in advance
- Be on time for your appointments
- Participate with your therapist in your treatment plan and care
- Tell the secretary and your Medicaid eligibility worker of changes in your address, phone number, or insurance
- Tell medical staff of all medications you are currently taking (including medical and mental health prescriptions, and over-the-counter medications, herbs, etc.)
- Complete any surveys Valley Mental Health gives you, including satisfaction and treatment progress surveys
- Respect the property, comfort, and confidentiality of clients and staff, and
- Notify your treatment provider when you want to stop getting services.



SECTION 8— MENTAL HEALTH ADVANCE DIRECTIVES

What if I am ill and can't make mental health treatment decisions?

Utah law allows you to have a mental health advance directive. This is like an advance directive for medical treatment. This is called a "Declaration for Mental Health Treatment." This will tell us in writing what treatment choices you want made if you are unable to make decisions later. Your declaration is effective only if you and two other adult witnesses sign it. If you want more information, talk to your therapist or call our Medicaid coordinator at 263-7100.

SECTION 9— PAYMENT FOR SERVICES

Will I ever have to pay for mental health services?

Yes. You may have to pay for services if:

- You get a service that is not covered by the Prepaid Mental Health Plan.
- You get a service that is not pre-approved by Valley Mental Health. If either of the above happens, the provider might ask you to pay for the service. You should only be billed if you signed in writing that you would pay for the service, before you got the service.
- You ask for and keep getting mental health services during an appeal with Valley Mental Health, or during a Medicaid State fair hearing. You may only have to pay for these services if the appeal or State fair hearing decision is not in your favor.
- You are not on Medicaid when you get the service.



SECTION 10— GETTING MENTAL HEALTH SERVICES

How do I ask for mental health services?

Make an appointment with the Valley Mental Health clinic nearest your home (see locations below). To obtain mental health care from someone other than Valley Mental Health, you must have approval before you receive services. Just call the Valley Mental Health Medicaid Coordinator at 263-7100. If you need services in the evenings, let us know when you call. Evaluations and some therapy services may be provided in the evenings.

If you need emergency care you will be seen right away. (*See Section 11 Emergency Care.*) We will give you urgent care for other conditions that need to be taken care of quickly, but that are not considered emergencies. If you need urgent care, we will see you within five working days. If you do not have an urgent need for care, we will see you within 15 working days. If your situation changes, and you think you need to be seen sooner, be sure to call us. We'll talk about your needs again.

Where do I go for mental health services?

OUTPATIENT LOCATIONS-- SALT LAKE COUNTY

Children's Outpatient Services,

1141 East 3900 South, (801) 284-4990

- Short-term treatment for children and families
- On-going therapy for the seriously mentally ill

North Valley, 1020 South Main, (801) 539-7000

- Short-term treatment for adults and families suffering life crisis situations
- On-going therapy for the seriously mentally ill

South Valley, 7434 South State Street, (801) 566-4423

- Short-term treatment for adults and families suffering life crisis situations
- On-going therapy for the seriously mentally ill

Alcohol & Drug, 5965 South 900 East, #240, (801) 263-7225

- Short-term therapy for individuals with chemical dependency
- Longer term care is available for persons with dual diagnosis (mental health and chemical dependency)

SUMMIT COUNTY OUTPATIENT

Coalville Clinic, 82 North 50 East, (435) 649-9079

- Short-term treatment for children, adults and families suffering from life crisis situations
- On-going therapy for the seriously mentally ill
- Short-term therapy for chemical dependency

Park City Clinic, 1753 Sidewinder Drive, (435) 649-9079

- Short-term treatment for adults and families suffering life crisis situations
- On-going therapy for the seriously mentally ill
- Short-term therapy for chemical dependency

Kamas Clinic, 110 North Main, (435) 649-9079

- Short-term treatment for adults and families suffering life crisis situations
- On-going therapy for the seriously mentally ill
- Short-term therapy for chemical dependency

TOOELE COUNTY OUTPATIENT

Tooele Clinic, 100 South 1000 West, (435) 843-3520

- Short-term treatment for adults and families suffering life crisis situations
- On-going therapy for the seriously mentally ill
- Short-term therapy for chemical dependency

Valley Mental Health also has higher levels of care than our outpatient treatment. This includes psychosocial rehabilitation services, day treatment programs and residential services. These programs are accessed through your therapist.



SECTION 11— EMERGENCY SERVICES

What is an emergency?

When you think your life is in danger, or that you may harm yourself or others, this may be an emergency.

What are emergency services?

These are services given to treat your emergency.

How do I get emergency care?

Valley Mental Health has 24-hour emergency services available seven days a week. You may call any time to talk with a crisis worker. To get emergency care during the day, contact your nearest outpatient unit, or you may go to any of our outpatient clinics between 8 a.m. and 5 p.m., Monday through Friday and talk to a crisis worker right away. After 5 p.m. and on holidays and weekends call (801) 261-1442. Day or night, you may go to any hospital emergency room or qualified provider for emergency care. You do not have to get pre-approval for emergency care. Show them your Medicaid card. If you don't have your Medicaid card with you, tell them you have Medicaid and that Valley Mental Health is your mental health provider. Have the emergency provider call our 24-hour crisis number 1-800-537-8739 to tell us about the care they gave you.

How do I get emergency care if I am out of the center's geographic area?

Go to any hospital emergency room or qualified provider and ask for help. Show them your Medicaid card. If you don't have your Medicaid card with you, tell them you have Medicaid and that Valley Mental Health is your mental health provider. Have the emergency provider call our 24-hour crisis number 1-800-537-8739 to tell us about the care they gave you.

Will I have to pay for emergency care?

No. You do not have to pay for emergency care. You will not have to pay for emergency care even if you get emergency care out of the area.

Do I have to pay for an ambulance to get to emergency care?

No. Medicaid will pay the ambulance company.



SECTION 12— MENTAL HEALTH CARE IN A HOSPITAL

How do I get mental health care in a hospital?

Hospital care is usually called post-stabilization services. Valley Mental Health must pre-approve hospital services. If you believe that you are in need of hospital care, you may contact your Valley Mental Health Outpatient Unit, a community mental health provider, or call our Community Treatment Program, Crisis Unit at 261-1442. Or, go to a hospital emergency room.

University Medical Center and University Neuropsychiatric Institute are the contracted hospitals for Medicaid in the Valley Mental Health area. If a different hospital treats your emergency and wants to admit you to the hospital, the hospital **MUST** call us for approval. We may have you stay at that hospital or we may transfer you to our contracted hospital.

It is important to let the hospital know Valley Mental Health is your Medicaid mental health provider so they can call us if they want to admit you. Local hospitals may call our Community Treatment Program at 261-1442 to talk with us about your need for inpatient care.

How do I get mental health care in a hospital if I am out of Valley Mental Health's geographical area?

Go to the nearest hospital and ask for help. Again, be sure to let the hospital know you have Medicaid and that Valley Mental Health is your Medicaid mental health provider. It is the hospital's job to call us when they admit you to ensure that they have the necessary approval. Out-of-area hospitals may call 1-800-537-8739 to let us know they want to admit you for care.

SECTION 13— SERVICES FROM NON-PLAN PROVIDERS

May I get mental health services from someone outside Valley Mental Health?

In special situations, you may go to a therapist outside the center. You and the therapist must get approval before you get services outside Valley Mental Health. Call Our Medicaid Coordinator at 263-7100, to talk about the request. Remember, Valley Mental Health is the only mental health

agency that can approve mental health services if you live in Salt Lake, Summit or Tooele Counties. You may have to pay for care that we have not approved.

When will the center tell me the decision?

Usually, we will make a decision on your request, to see a non-plan provider, within 14 calendar days. Sometimes, we need more time to make a decision. We will let you know about this in writing and tell you that you may file a grievance, if you are unhappy with our need to take more time. Also, you or your therapist may want us to take more time for some reason. If so, let us know.

If you, your therapist or we think it's important to make a decision quickly, we will do so, generally in three working days. We will give you our decision about your request in writing, and we will contact the therapist.



SECTION 14— ACTIONS

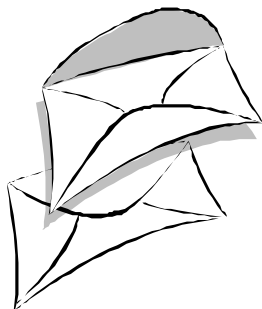
What are actions?

Actions are when Valley Mental Health:

- Does not provide your first appointment within the required amount of time for emergency, urgent or non-urgent care, and you are not happy with the delay. (See Section 10— Getting Mental Health Services)
- Denies (turns down) or approves fewer services than you wanted.
- Decreases the number of services or ends a service we had previously approved (If you agree with the change in your treatment, it is not an action. This is only an action if you tell us you don't want the change.)
- Denies payment for a service that you might have to pay for.
- Does not settle an appeal or grievance you have filed with us as soon as we are supposed to.

How will I know if the center is taking an action?

We will send you a letter called a Notice of Action. You may appeal the action.



SECTION 15— APPEALS

What is an appeal?

An appeal is your written request to have us look at the action again to see if we made the best decision.

Who may file an appeal?

You, your legally authorized representative, or your provider may file an appeal. We'll also include an appeal form with your Notice of Action letter.

Your Notice of Action letter will give complete information on the appeal process, including how soon you must tell us you want to appeal the action. In some situations, you must let us know within 10 days and in other situations, within 30 days of the date on the Notice of Action letter. We will let you know which time period fits your situation.

When will the center tell me the decision on my appeal?

Usually, Valley Mental Health will give you a written decision within 15 calendar days after we get your appeal. Sometimes, we need more time to make the decision. We will let you know about this in writing. Also, you may want us to take more time for some reason. If so, let us know.

When you, your provider or we think it's important to make a decision on your appeal quickly, we will usually make a decision within three working days.

SECTION 16— STATE FAIR HEARINGS

What may I do if I am unhappy with the appeal decision?

If you are unhappy with our decision on your appeal, or we cannot make a decision on your appeal as soon as Medicaid wants us to, this is what you may do. You, your legally authorized representative, or your provider may ask for a State fair hearing with Medicaid. In these situations, we will let you know in a letter that you may request a State fair hearing. The letter will tell you how and when to request the State fair hearing. We will also give you the State fair hearing request form to send to Medicaid. You must ask for a State fair hearing in writing. If you want, you may bring an attorney with you to the State fair hearing.

SECTION 17 COMPLAINTS/GRIEVANCES

What if I have a complaint?

If you have a complaint about anything other than an action, this is called a grievance.

How do I file a grievance?

You, your legally authorized representative, or your provider may file a grievance. You may call us at 263-7100. If you want to talk to us about it in person, ask for our Medicaid Coordinator or speak to your Primary Service Coordinator. You may also give it to us in writing. Please give it to our Medicaid Coordinator, or mail it to:

**Medicaid Coordinator,
Administration Suite 420
Valley Mental Health
5965 South 900 East
Salt Lake City, Utah 84121**

If you don't want to talk to us (Valley Mental Health) about your complaint, you may call Medicaid anytime at 1-800-662-9651 or 538-6155.

When will the center tell me the decision on my grievance?

Valley Mental Health will give you a decision within 45 calendar days after we get your grievance. We will either talk to you about our decision, or we will send you a letter. If you gave us your grievance in writing, we will always send you a letter back.

SECTION 18— PRIVACY

Who may read or get copies of my medical record?

Valley Mental Health follows federal laws about privacy of your medical record. Valley Mental Health does not use or share your protected health information except as federal law allows. When allowed by federal law, only the minimum necessary information is shared. We will talk to you about privacy when you first come to the center.



SECTION 19— VALLEY MENTAL HEALTH OPERATIONS

What if I want to know more about how Valley Mental Health operates?

If you ask, we will give you more information on how we choose providers, what is required of them, on our grievance system and on our Confidentiality Policy. We will also give you a copy of The Preferred Practice Guidelines, if you ask.



MISSION STATEMENT

The mission of **Valley Mental Health** is:

1. To improve, enhance and promote the emotional well-being and growth of individuals who experience life-disrupting problems due to mental illness and/or chemical abuse;
2. To strengthen the quality of their personal, family and community life.



**VALLEY
MENTAL
HEALTH**